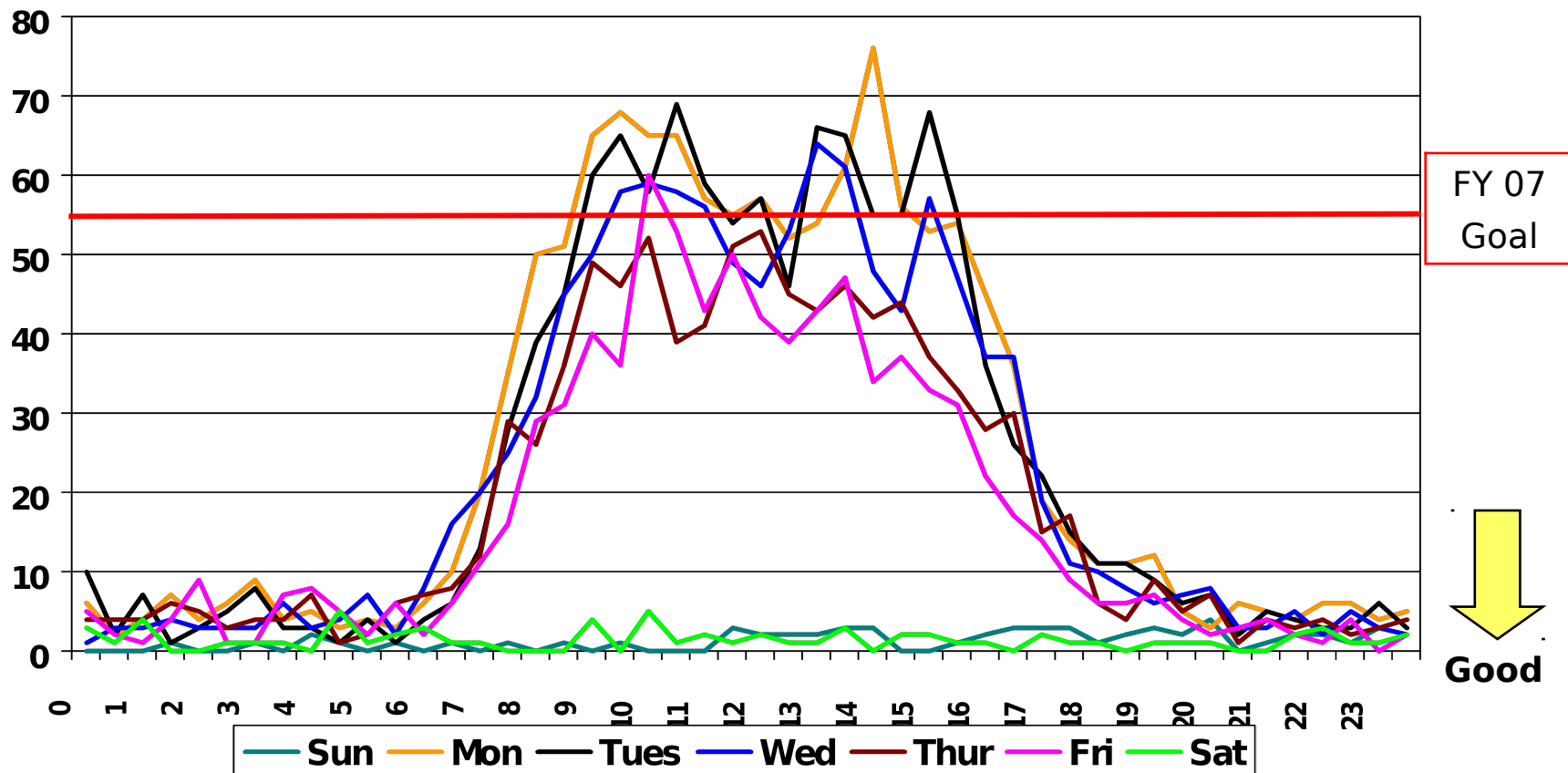




Phone Distribution

Phone Workload By Hour/Day 10 - 16 Dec 06

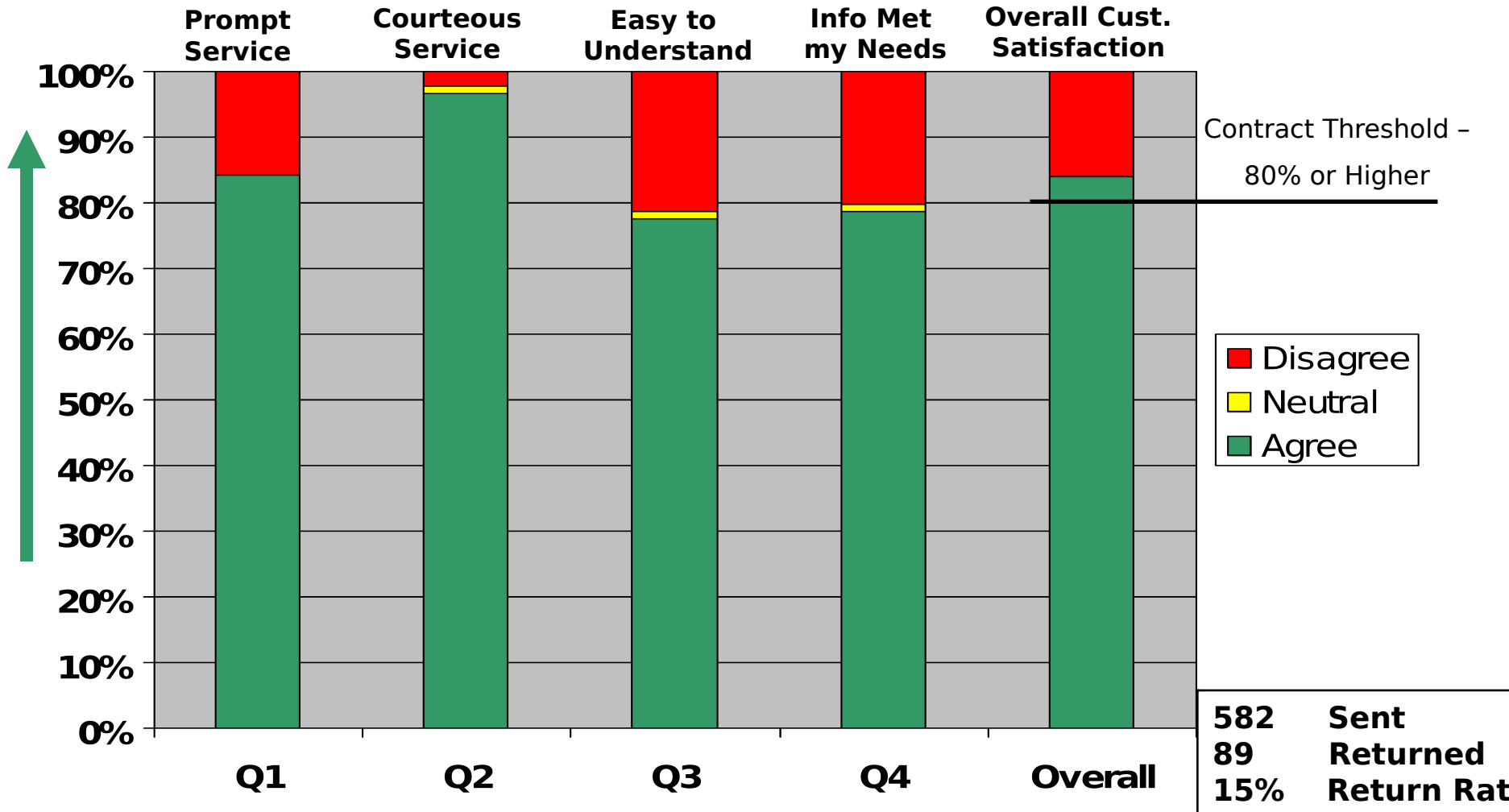


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Contact Center Information

Customer Surveys - Nov 2006

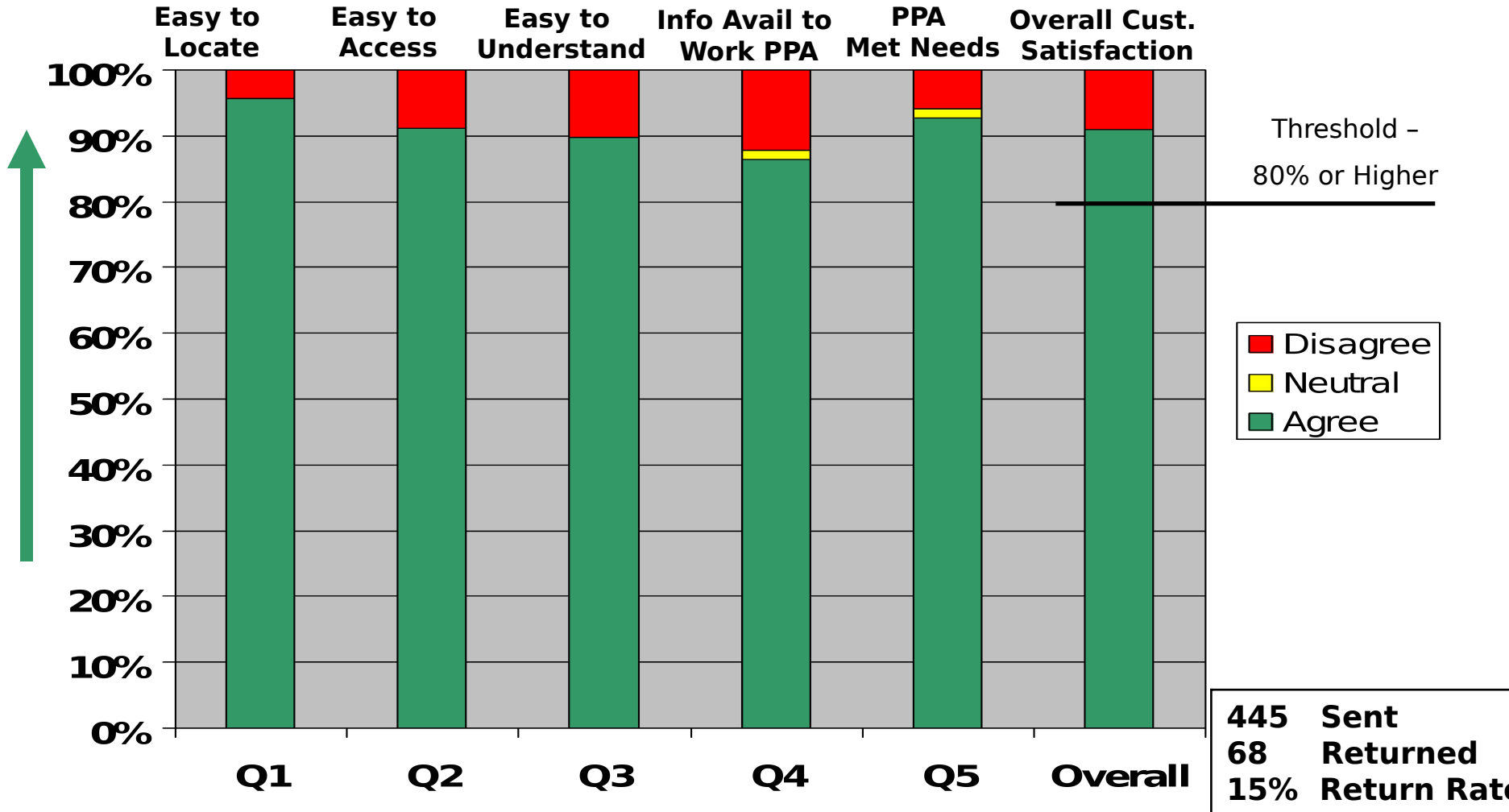


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Contact Center Information

PPA Survey - Nov 2006



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